

WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

Iowa

State of Respondent

6/26/2012

ETC's Included In This Report

	LEGAL ENTITY NAME	SAC
ETC#1:	Windstream Iowa Communications, Inc.	351167
ETC#2:	Windstream Iowa Communications, Inc.	351170
ETC#3:	Windstream Iowa Communications, Inc.	351178
ETC#4:	Windstream Montezuma, Inc.	351248
ETC#5:		
ETC#6:		

Person to contact for questions:

Name: Jeff Heacox

Phone Number: 501-748-5390

E-mail Address: jeff.l.heacox@windstream.com



For The Year Ended December 31, 2011

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GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of The FCC Secretary
445 12th Street, SW
Washington, D.C. 20554

Universal Service Administrative Company
2000 L Street N.W. Suite 200
Washington, DC 20036
hcfilings@usac.org

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher
Title: General Counsel

Report 1 - Five-year Progress Report

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

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(A) The date and time of onset of the outage;

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
351167	22-Mar-11	8:20 PM	IA_STAN: CAT SET STAN CCS7	40 min tollisolation due to ss7 links down. due to storm in area	Local	STANIAXO	Replaced faulty hardware	665
351167	30-Mar-11	6:45 PM	NEVDIAXCDSO_NEVD_FUJITSU_4500_FIBER_MAJOR_ALARM_DETECT ED: NEVDIAXCDSO GTD-5 (NEVD) FUJITSU 450	Card replaced in the Adtran 2820	Local	NEVDIAXC	Replaced faulty hardware	36,524
351167	23-May-11	1:04 PM	IA_FRCY:DMS10:FRCY_FIBER_ALM_MAJ: FRCYIAXODSO DMS-10 (FRCY) FRCY FIBER_ALM_MAJ	Quest repaired a cut fiber. Sites are back ins.	Local	SWCYIAXO	Connecting company repaired cut cable	530
351167	25-May-11	7:46 AM	IA_STAN:DMS10:CCS154: FLTRouteset Unavailable STANIAXODSO ANSI7 222 060 038	far end trouble cleared both ss7 links restored close ticket.	Local	STANIAXO	Reviewed procedures with Telco employee	665
351167	05-Jul-11	5:26 PM	IA_ARMS:ARMSIAXPDSO: SS7 - ALL LINKS IN LINKSET OOS (TOLL ISOLATED)	CABLE SPLICED, SERVICE RESTORED 2200 HRS.	Local	ARMSIAXP	Repaired or replaced cut cable	760
351167	05-Jul-11	5:26 PM	IA_EMBG:EMBGIAXPDSO: SS7 - ALL LINKS IN LINKSET OOS(TOLL ISOLATED)	CABLE SPLICED, SERVICE RESTORED 2200 HRS.	Local	EMBGIAXP	Repaired or replaced cut cable	3,560

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351167	05-Jul-11	5:26 PM	IA_HRTL:HRTLIAXPDSO: SS7 - ALL LINKS IN LINKSET OOS(TOLL ISOLATED)	CABLE SPLICED, SERVICE RESTORED 2200 HRS.	Local	HRTLIA XP	Repaired or replaced cut cable	2,350
351167	11-Jul-11	3:44 PM	AR_STPA/STPB: 313: DPC is prohibited -> DPC_222-060-042	Cleared while testing. Site no longer isolated.	Local	SLTRIA XO	Scheduled additional testing	949
				ISSUE RESOLVED, NOW IN QWEST HANDS				
				Event ID: 16151 - EXCHANGE OUTAGE Event Category: Outage Status: CLOSED Start Time: 07/16/2011 7:08 PM EDT ETR UNKNOWN FCC Reportable On: 07/16/2011 10:27 PM EDT Ticket #: INC000007808469 Service Impacted: Voice				
351167	16-Jul-11	6:45 PM	Clark County IA 911 Outage: PSAP totally down		E911	OSCLIA XD	Connecting company repaired cut cable	4,503

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351167	02-Sep-11	7:22 AM	IA_STAN: Toll Isolated	Both SS7 links auto restored	Local	STANIAXO	Scheduled additional testing	665
351167	20-Nov-11	7:00 PM	IA_NHTN_IAHZTN: NHTNIAXCDSO ALM031: MAJ SET NHTN NED	Spans auto cleared. DNLD/RTS ESAC HZTN LCE 01 3.	Local	HZTNIAXO	Scheduled additional testing	444
				Mike restored the pelps that were smb but the srlk nhtn ce 3 4 4 0 will come out of *rts inprog tech will handle srlk this morning per Mike				
351167	21-Nov-11	2:22 AM	IA_NHTN_IAHZTN SRLK (NT4T24) NHTN CE 03 4 04 0 LAST LINK TO REMOTE BEING REMOVED	> stat lcm hztn lce 1 1 LCMC (NT6X51) HZTN LCE 01 1 INS ENBL NORM SRLK (NT4T24)	Local	HZTNIAXO	Replaced faulty hardware	349
351167	22-Nov-11	2:44 AM	IA_FRCY_WLBGIAXDSD: ALM031: MAJ SET WLBG DLC	Larry called in to see if it was still toll isolated was able to call co # and 1 dlkn was back in svc	Local	FRCYIAXO	Scheduled additional testing	939
351167	03-Dec-11	7:09 PM	IA_RDFD: MSC003: RECOVER ALP.TCU0.1.5	Tarps installed and 3 power supplies replaced	Local	RDFDIAXO	Replaced faulty hardware	497

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351167	20-Dec-11	6:20 AM	LOGNIA XO01Y FAC 1-2-1- 1 LOS	REPLACED FAULTY SFP IN MNDMIA XO01Y 1-3-1-1	Special	MNDMIA XO	Replaced faulty hardware	28,896
351167	30-Dec-11	10:42 AM	IA_STAN 911 Trunks OOS	Notes IA_STAN 911 Trunks OOS LARRY/TECH, CALLED AND SAID THEY FOUND TROUBLE, HAD CABLE PAIR MIXED UP AND THEY REPAIRED THE CABLE PAIRD. PSAP ARE GETTING CALLS, BUT CANNOT GET ADDRESS, OR NUMBERS. PER JEFF DUPICE/MANAGER, WILL LEAVE LIKE IT IS UNTIL	E911	STANIA XO	Repaired or replaced cut cable	665
351170	10-May-11	11:00 PM	KNVLIAXCDS0: PM107: CBSY RCC EDVL 4	Tech replaced bad OC-48 card in KNVL	Local	EDVLIAXP	Replaced faulty hardware	2,478
351170	07-Aug-11	2:56 AM	IA_FRFD : E911 : JEFFERSON CO. IOWA, FAIRFIELD IOWA	Detailed Description of what was done to repair the Outage: CPE. FUSES BLOWN DUE TO STORM.	E911	FRFDIAXC	Replaced faulty hardware	14,886

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351170	12-Aug-11	7:38 PM	IA_GNCT 911 trunks out of the DMS10 switch are down	Talked to Scott with Century Link, he stated they were still working on the fiber, but he is happy to hear our stuff is back up. They were still trying to bring up a DS3 (not our's). Called 319-267-2410 and 319- 824-6933 and informed them all is back to no	Local	GNCTIA XO	Connecting company repaired cut cable	4,811
351170	17-Aug-11	4:37 AM	IA_ABDN_IAHLBR_IAMNN G ADBN PE 6 4 6 0 LAST LINK TO REMOTE	Tech patched serial links to spare fiber terminal after existing failed. Returned serial links and both controllers to service.	Local	HLBRIA XO	Replaced faulty hardware	823
351170	24-Aug-11	7:40 AM	IA_DWTT: ALM031: CAT SET DWTT DED/ DEFAULT LCM718: LCMC (NT6X51) DWTT LCE 03 1	Tech found burnt BIC card in LSG 8/9	Local	DWTTIA XO	Replaced faulty hardware	852
351170	06-Oct-11	10:45 AM	IA_DWTT:IA_TPTN:: All Ckts busy	Cut cable has been repaired. Verified site to be ins.	Local	DWTTIA XO	Repaired or replaced cut cable	10,334

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351170	24-Oct-11	12:34 PM	IA_AVOC ISOLATED HRLN:CAT SET HRLN FIBER_TERMNL_ALM	Cut cable has been repaired. Site is in service.	Local	AVOCIA XO	Repaired or replaced cut cable	1,698
351170	27-Oct-11	6:07 PM	IA_ADBN: SRI200: SRLK (NT4T09) ADBN PE 06 4 18 0 LAST LINK TO REMOTE BEING REMOVED	Spans to the HLBR, AUBN, VAIL, & MNNG remotes dropped and restored on their own. NTF per Local tech on WFM comments.	Local	ADBNIA XO	Scheduled additional testing	1,431
351178	05-Jan-11	12:19 PM	IA_MNPL_IADNSN: Fiber cut causing E-911 outage	Techs located and respliced fiber	E911	MNPLIAXC	Repaired or replaced cut cable	0
351178	08-Feb-11	1:18 PM	IA_NWTN_IAMONR: ANI/ALI AFFECTED	: Qwest called to cancel dispatch. CPE issue.CLOSE TICKET	E911	MONRIAXO	Notified connecting company of procedural problem	986
351178	26-May-11	4:51 AM	IA_CLJT: CLJTIA XODSO DMS-10 (CLJT) CLJT REM	looped back at remote and changed 2t41 and 2t42 pshf cards.	Local	CLJTIA XO	Scheduled Outage	355
351178	05-Jul-11	5:26 PM	IA_RCCY:RCCYIAXCDSO: STOP-PROCESSOR PC.RSU4 (530 lines)	CABLE SPLICED, SERVICE RESTORED 2200 HRS.	Local	FONDIAXO	Repaired or replaced cut cable	537

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351178	05-Jul-11	5:26 PM	KNVLIAXC02W: 313: 222- 060-028 DPC is prohibited -> DPC_222-060-028 NWTNIAXC01W: REPT- LKF: lost data	No links showing down from the KNVLIA or NWTNIA STPs at this time. Jim W advised his KNVLIA EXT fiber system alarm also cleared.	Local	KNVLIAXC	Repaired or replaced cut cable	16,767
351178	28-Sep-11	1:08 PM	IA_CLJT_IACNSV MAJ SET CLJT REM/DED/SEE NOTES	Fiber cut has been repaired and spans to the CNSV remote is back in service.	Local	CNSVIA XO	Repaired or replaced cut cable	203
351178	06-Oct-11	11:10 AM	POSSIBLE FIBER CUT BETWEEN LONE TREE AND NICHOLS IA	ALL FIBER SPLICING COMPLETE	Special	MNPLIAXC	Scheduled Outage	11,424

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				> stat rem cljt pe 8 6 12				
				TIME MON 04:45:00 14/11/11 04:45:00 OCM (NT2T34) CLJT PE 08 6 12 SMB D5BL NORM RCM (NT2T32) LTTS PE 03 6 11 SMB D5BL NORM IA_CLJT_IALTTS MAJ SET > busy ? LTTS REM / MAJ SET CLJT PSHF DCM DTRK REM REM / RCM (NT2T32) LTTS PSC2 LSGD LSG LRNG LCMC				
351178	14-Nov-11	3:27 AM	PE 03 6 11 OVLY = DED	SC	Local	LTTSIXAO	Replaced faulty hardware	355

Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
351167	ELMAIAXO	1	Cable full, added new plant
351167	HRPRIAXO	1	Cable full, added new plant
351167	HZTNIAXO	1	Cable full, added new plant
351167	LOGNIAXO	1	Cable full, added new plant
351167	SGRNIAXP	2	Cable full, added new plant
351167	STANIAXO	1	Cable full, added new plant
351167	WLBGIAXO	1	Cable full, added new plant
351170	APTNIAXO	1	Cable full, added new plant
351170	GNFDIAXO	1	Cable full, added new plant
351178	KNVLIAXC	1	Cable full, added new plant
351178	MLCHIAOXO	2	Cable full, added new plant
351178	PELLIAOXO	1	Cable full, added new plant

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
351167	ALTVIAXP	1
351167	ARMSIAXP	2
351167	ARTNIAXO	2
351167	BLNIAXO	2
351167	BLLPIAXO	2
351167	BRVLIAXO	3
351167	CETNIAXC	2
351167	CHLSIAXO	2
351167	CLBGIAXP	1
351167	CLNSIAXO	3
351167	CLRDIAXT	1
351167	CLSPIAXO	2
351167	CMBRIAXO	3
351167	CNCYIAXO	1
351167	CNRYIAXO	1
351167	CRESIAXO	1
351167	CYLNIAOX	1
351167	DELHIAXO	2
351167	DELTIAOX	3
351167	DESTIAXP	2
351167	DLVRIAXO	3
351167	DNLPIAXO	2
351167	DXTRIAXO	1
351167	DYVLIAXO	1
351167	EDWDIAOX	1
351167	EKHTIAXP	2
351167	ELMAIAOX	2
351167	EMBGIAXP	1
351167	EPWOIAOX	2
351167	ERVLIAXP	1
351167	FRBNIAXO	1
351167	FRCYIAOX	1
351167	FRLYIAOX	1
351167	GDJTIAOX	2
351167	GLBKIAXP	2
351167	GLDNIAXO	2

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SAC	Wire Center	Complaints/1K
351167	GRELIAXO	2
351167	GRNLIAXC	1
351167	GRWNIAXO	3
351167	HLCRIAXP	1
351167	HPTNIAXO	1
351167	HRPRIAXO	4
351167	HRRSIAXP	1
351167	HRTLIXP	1
351167	HZTNIAOX	1
351167	KENTIAOX	2
351167	KEOTIAXP	2
351167	LAMTIAOX	1
351167	LDYRIAXO	2
351167	LGRDIAOX	2
351167	LHVLIAXP	2
351167	LKCYIAOX	2
351167	LNDNIAOX	2
351167	LOGNIAOX	3
351167	LTSXIAOX	3
351167	LXBGIAOX	1
351167	MCBGIAOX	1
351167	MGNLIAXP	3
351167	MLCMIAXO	2
351167	MLRDIAXO	1
351167	MLVNIAXP	2
351167	MNCHIAOX	1
351167	MNDMIAOX	2
351167	MNSNIAXP	2
351167	MNTRIAXO	2
351167	MODLIAOX	3
351167	MRNGIAOX	1
351167	MXWLIAXP	3
351167	MYCYIAXP	2
351167	NEVDIAXC	1
351167	NWVNIAXP	2
351167	OCHYIAXP	2

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SAC	Wire Center	Complaints/1K
351167	ORNTIAXP	2
351167	OSCLIAXD	1
351167	OXFRIAXP	2
351167	PANMIAXO	1
351167	PERSIAXP	3
351167	PMRYIAXO	2
351167	PRCVIAXO	3
351167	PRMGIAXP	2
351167	PRSCIAXO	2
351167	PRTVIAXO	2
351167	PSGHIAXO	4
351167	PTMOIAXP	3
351167	RCCYIAXC	1
351167	RDFDIAXO	1
351167	RLTNIAXO	2
351167	RNBCIAXO	1
351167	RNDHIAXO	3
351167	RNDLIAXO	1
351167	ROLDIAXP	2
351167	ROLFIAXO	2
351167	RPPYIAXO	2
351167	RVTNIAXP	2
351167	RYANIAXO	2
351167	SDNYIAXP	3
351167	SGRNIAXP	1
351167	SLTRIAXO	2
351167	STANIAXO	1
351167	STCYIAXP	1
351167	STPNIAXP	1
351167	STVLIAXO	2
351167	SWCYIAXO	1
351167	TABRIAXO	3
351167	TFFNIAXO	1
351167	THRMIAXP	1
351167	TOLDIAXO	1
351167	TRARIAXO	1

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
351167	TRMLIAXO	1
351167	VOLGIAXO	2
351167	WADNIAXP	3
351167	WASHIAXO	1
351167	WCHSIAXO	2
351167	WDBIAXO	2
351167	WHCHIA XO	2
351167	WLBGIAXO	1
351167	WLKRIAXO	2
351167	WOTNIAXP	1
351170	ADARIA XO	1
351170	ADBNIAXO	2
351170	ALBIAXO	2
351170	APTNIAXO	1
351170	ATLSIAXO	2
351170	AVOCIA XO	2
351170	BLLVIA XO	0
351170	BNNTIAXO	4
351170	BOTNIAXO	2
351170	BRWRIA XO	1
351170	BYRDIAXO	2
351170	CHRLIAXO	2
351170	DLMRIA XO	2
351170	DRNTIAXO	1
351170	DWTTIAXO	0
351170	EDVLIAXP	2
351170	EXIRIAXO	2
351170	FNTLIAXO	1
351170	FRBGIAXO	1
351170	FRFDIAXC	2
351170	FRMTIAXO	2
351170	GNCTIAXO	1
351170	GNFDIAXO	2
351170	GRNEIAXO	2
351170	GTCTIAXO	1
351170	HLBRIA XO	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
351170	HRLNIAXT	2
351170	JNVLIAXO	2
351170	LCLRIAXO	2
351170	LSBNIAXO	2
351170	LWDNIAXO	5
351170	LWMRIAXO	2
351170	MDRDIAXO	2
351170	MINDIAXO	3
351170	MINGIAXO	1
351170	MLRSIAXO	3
351170	MNNGIAXO	2
351170	MRRKIAXO	2
351170	MSCWIAXO	1
351170	NHTNIAXC	1
351170	NWSHIAXO	2
351170	NWTNIAXC	1
351170	ROCHIAXO	2
351170	SABLIAXP	2
351170	SHLBIAXO	4
351170	SMNRIAXO	1
351170	STWDIAXO	3
351170	TPTNIAXO	1
351170	WSBGIAXO	1
351178	AFTNIAXO	1
351178	AGNCIAXO	2
351178	ALCYIAXO	2
351178	ALDNIAXO	1
351178	ALPHIAXO	1
351178	ANWOIAXO	2
351178	ARGYIAXO	2
351178	ARISIAXP	2
351178	ATTCIAXO	2
351178	AUBNIAXO	3
351178	BCKYIAXO	1
351178	BGLYIAXO	2
351178	BITNIAXO	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
351178	BKBGIAXO	2
351178	BLBGIAXO	5
351178	BNTNIAXP	4
351178	BRNDIAXO	2
351178	BSSYIAXO	2
351178	CFVLIAXO	1
351178	CHLCIAXO	3
351178	CHRTIAXC	2
351178	CLFDIAXO	2
351178	CLJTIAXO	2
351178	CNCNIAXO	3
351178	CNRPIAXO	1
351178	CNSVIAXO	2
351178	CNVLIAXO	2
351178	DDHMIAXO	1
351178	DGNLIAXO	3
351178	DNMKIAXO	2
351178	DNSNIAXO	2
351178	DODSIAXO	1
351178	DOWSIAXO	1
351178	ELDNIAXO	2
351178	FASNIAXO	4
351178	FONDIAXO	2
351178	FRTNIAXO	2
351178	FYTTIAXO	1
351178	GDVWIAXO	1
351178	GRVTIAXO	2
351178	HDRCIAXO	1
351178	HGTNIAXO	2
351178	HLBOIAXO	2
351178	HSTNIAXO	1
351178	JAMCIAXO	2
351178	KLTNIAXO	3
351178	KNVLIAXC	1
351178	LACNIAXO	2
351178	LBCTIAXO	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
351178	LBVLIAXO	2
351178	LCRGIAXO	0
351178	LGTNIAXO	1
351178	LKVWIAXO	1
351178	LMSPIAXO	1
351178	LNBOIAXO	4
351178	LNGVIAXO	2
351178	LNTRIAXO	1
351178	LOVLIAXO	2
351178	LTTSIAXO	2
351178	LUCSIAXP	2
351178	LWLRAXO	1
351178	LYTNIAXO	2
351178	MILOIAXO	2
351178	MKBGIAXO	2
351178	MLCHIAOX	2
351178	MLTNIAXO	1
351178	MNPLIAXC	1
351178	MONRIAXO	2
351178	MORVIAXO	2
351178	MRBGIAXO	3
351178	MRDLIAXO	2
351178	MRTIAXO	2
351178	MTAYIAXC	2
351178	MTRSIAXO	2
351178	MTUNIAXO	3
351178	MYNRIAXO	1
351178	MYSTIAXO	2
351178	NCHLIAXO	3
351178	NWLLIAXO	2
351178	NWLNIAXO	2
351178	NWVRIAXO	2
351178	OKVLIAXO	2
351178	OLDSIAXO	1
351178	OLLIIAXO	2
351178	OTLYIAXO	3

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
351178	PCWDIAXO	2
351178	PELLIAXO	2
351178	PEORIAOX	1
351178	PERUIAXO	2
351178	PLANIAXO	2
351178	PLLNIAXO	2
351178	PMCYIAXO	3
351178	PRMRIAXO	2
351178	PSVLIAXO	2
351178	PTSNIAXO	2
351178	RCKTIAXO	2
351178	RCLDIAXO	2
351178	RDNGIAXO	3
351178	RMBRIAXO	2
351178	RNDAIAXO	2
351178	RSSLIAXO	2
351178	RVSDIAXO	2
351178	RWLYIAXO	2
351178	SALMIAXO	2
351178	SCHSIAXO	1
351178	SHCYIAXO	3
351178	SOLNIAXO	4
351178	STLCIAXO	1
351178	SYMRIAXO	2
351178	TNGLIAXO	3
351178	TRACIAXO	2
351178	UNVLIAXO	3
351178	UTE IAXO	2
351178	VAILIAXO	2
351178	WACMIAXO	1
351178	WMSNIAXO	1
351178	WNFDIAXO	2
351178	WPLLIAXO	1
351178	WSPNIAXP	1
351248	DPRVIAXO	0
351248	MTZMIAXO	3

Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

Report 6 - Company Price Offering Report

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

Report 7 - Holding and Operating Company Report

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

No rates are below the \$10 floor in Iowa.

SAC	SPIN	Exchange	Res. Local Service Charge	State SLC	State USF Fee	Mandatory EAS Charge	Loops
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Annual Report Certification

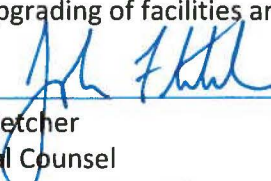
June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures that allow it to function in emergency situations as set forth in 47 C.F.R §54.202(a)(2). Specifically, Windstream has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.



John Fletcher
General Counsel
Windstream Communications
4001 Rodney Parham Rd.
Little Rock, AR 72212

Dated this 21 day of June, 2012

SUBSCRIBED AND SWORN to before me this 21 day of June, 2012



Notary Public : Sandra Blade

My Commission Expires: 8-2-16

